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CC Docket 98-67  
ITAC

Illinois Telecommunications Access Corporation  
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JUL 13 2001

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

June 28, 2001

Magalie Roman Salas  
Federal Communications Commission  
Consumer Information Bureau  
Disability Rights Office  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

VIA Overnight Mail: Airborne

RE: Docket Number 98-67

Dear Ms. Salas:

As directed in the above mentioned Docket, enclosed please find four copies of Sprint Relay's and the State of Illinois Complaint Log Summary and Summary of Complaints for the period June 1, 2000 through May 31, 2001, as well as a disk containing the same.

Please contact me if you require any additional information. Thank you.

Sincerely,

Trudy Snell  
Executive Director  
Illinois Telecommunications Access Corporation

cc: Bill Stricklen, Illinois Account Manager, Sprint Relay (without disk)  
Cindy Jackson, Illinois Commerce Commission (without disk)

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# Illinois Relay Service

June 2000 - May 2001

														TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>															
#00	Answer Wait Time	0	0	1	3	2	0	1	0	0	0	0	0	7	2%
#01	Dial Out Time	0	0	0	0	0	0	1	1	0	1	0	0	3	1%
#02	Didn't Follow Database Inst.	0	2	5	10	3	3	0	0	4	4	5	3	39	11%
#03	Didn't Follow Cust. Instruct.	9	5	7	9	6	7	3	3	5	2	6	5	67	20%
#04	Didn't Keep Customer Informed	1	0	3	1	0	1	3	3	1	2	2	2	19	6%
#05	Agent Disconnected Caller	2	4	2	3	1	5	3	0	1	3	2	3	29	9%
#06	Poor Spelling	1	1	0	0	0	1	0	0	1	0	0	0	4	1%
#07	Typing Speed/Accuracy	0	0	3	0	0	0	1	0	1	0	0	3	8	2%
#08	Poor Voice Tone	3	0	0	0	1	0	0	0	0	0	0	1	5	1%
#09	Everything Relayed	2	0	0	1	0	0	2	4	0	0	0	2	11	3%
#10	HCO Procedures Not Followed	1	1	3	0	1	0	0	0	0	0	0	0	6	2%
#11	VCO Procedures Not Followed	1	1	1	3	0	0	1	0	0	0	1	2	10	3%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	1	1	0%
#14	Feelings Not Described	0	0	0	0	0	0	1	0	0	1	0	0	2	1%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	1	1	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	7	7	3	6	4	2	2	3	0	2	3	10	49	14%
#18	Problem Answer Machine	0	0	0	1	0	2	1	1	0	0	1	0	6	2%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	9	10	10	9	7	6	1	3	3	6	6	3	73	21%
<b>TOTAL</b>		<b>36</b>	<b>31</b>	<b>38</b>	<b>46</b>	<b>25</b>	<b>27</b>	<b>20</b>	<b>18</b>	<b>16</b>	<b>21</b>	<b>26</b>	<b>36</b>	<b>340</b>	
<b>TECHNICAL COMPLAINTS</b>															
#22	Lost Branding	0	0	1	4	2	0	2	0	1	1	0	0	11	15%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	2	2	0	0	1	2	3	0	10	14%
#25	Line Disconnected	2	0	0	2	1	0	0	0	0	0	0	1	6	8%
#26	Garbled Message	0	1	0	0	2	0	2	1	2	0	1	3	12	16%
#27	Database Not Available	1	1	0	1	2	1	0	1	0	0	0	0	7	9%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#29	Other Technical Type Complaint	2	2	3	5	4	0	2	2	3	0	2	2	27	36%
<b>TOTAL</b>		<b>5</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>13</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>74</b>	
<b>MISC COMPLAINTS</b>															
#30	Rates	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#31	OSD	0	1	0	1	0	0	0	0	1	0	1	0	4	19%
#32	No 900 Number	0	1	0	0	0	0	0	0	0	0	0	0	1	5%
#33	Carrier of Choice	0	0	0	1	0	3	2	0	0	0	0	1	7	33%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	2	2	0	0	1	1	0	1	1	0	8	38%
<b>TOTAL</b>		<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>21</b>	
<b>TOTAL CONTACT</b>															
<b>TOTAL CONTACT</b>		<b>41</b>	<b>37</b>	<b>44</b>	<b>62</b>	<b>39</b>	<b>33</b>	<b>29</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>34</b>	<b>44</b>	<b>435</b>	

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Illinois Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 2,038,454 outbound calls on behalf of Illinois Relay, receiving a total of four hundred thirty-five (.02%) customer complaints. All four hundred thirty-five complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these four hundred thirty-five complaints were escalated for action to the State of Illinois or to the Federal Communications Commission.

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